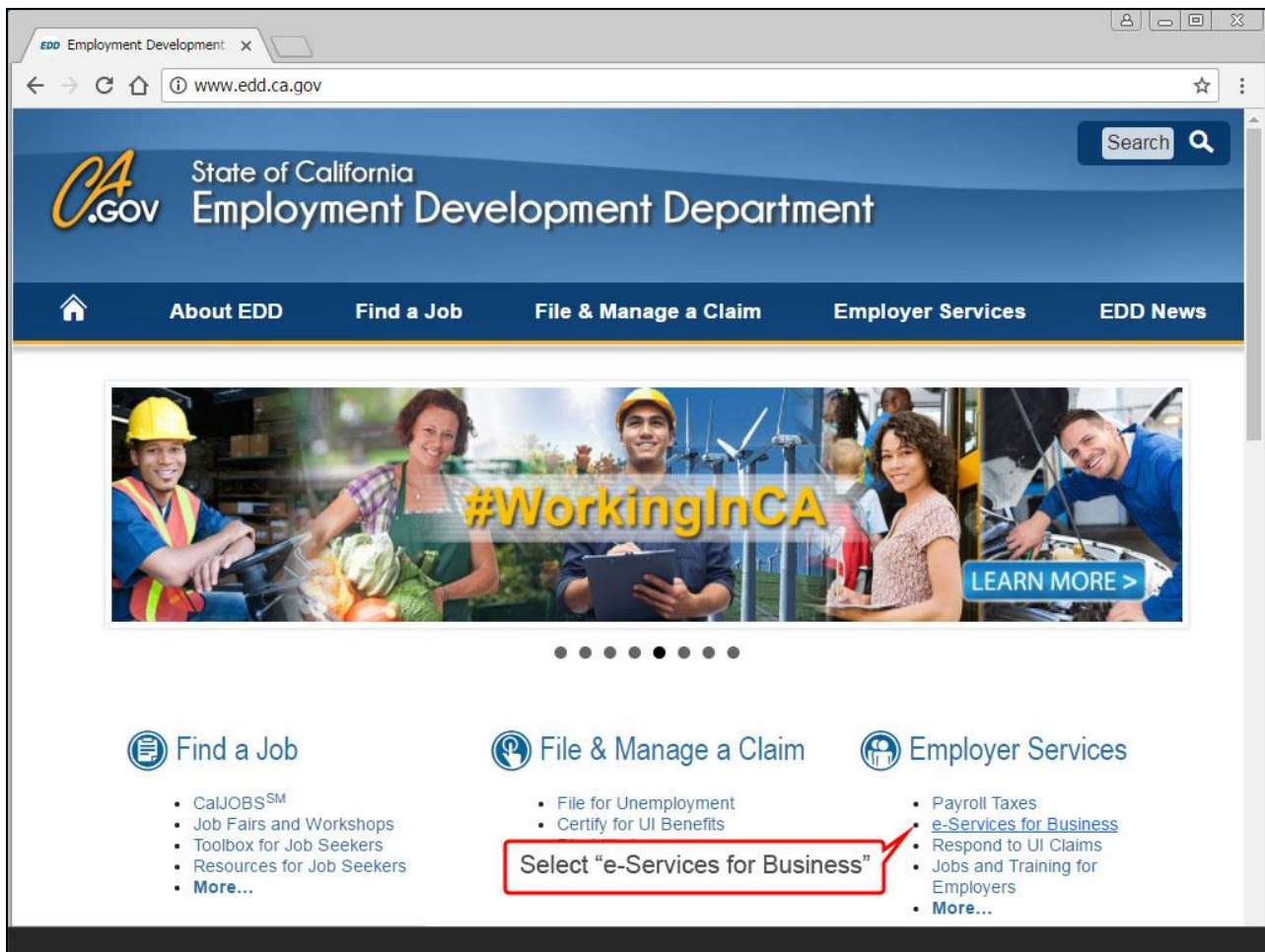


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# I Want to Enroll for a Username and Password to Use Employer Services Online

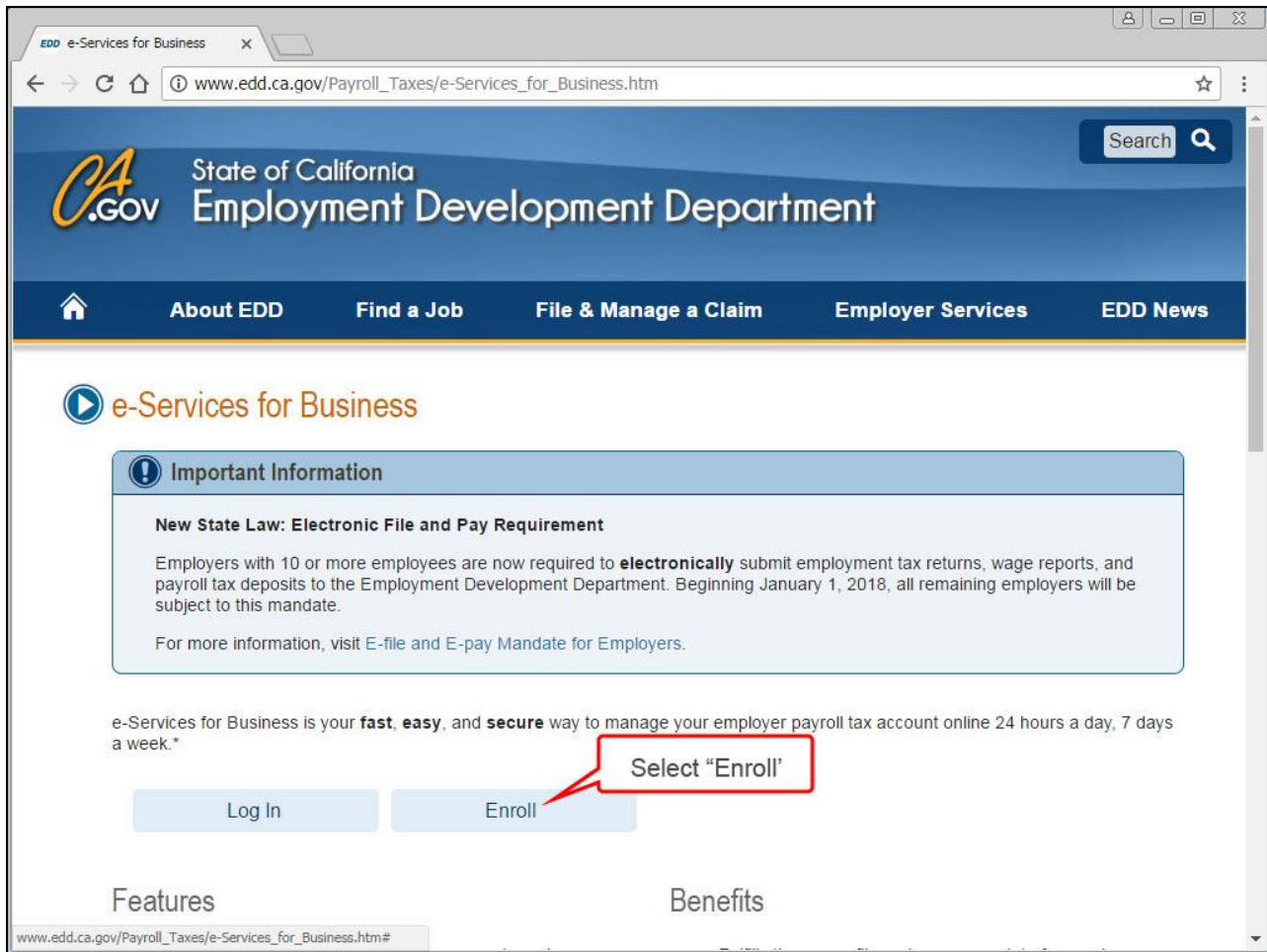
## Slide notes

This tutorial was developed by the California Employment Development Department (EDD) to assist you with navigating through e-Services for Business. This tutorial will show you how to complete the enrollment process to create a username and password for Employer Services Online.



## Slide notes

Welcome to the Employment Development Department home page. Notice the "e-Services for Business" link in the Employer Services column. Select the "e-Services for Business" link.



## Slide notes

New users select "Enroll".

The screenshot shows a web browser window with the address bar displaying "Secure | https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet". The page title is "Employer Services Online Enrollment". Below the title, there is a paragraph explaining that users must create a username and password to access e-Services for Business, eWOTC, or SIDES E-Response. It also mentions that employer representatives/agents only need to enroll once to manage multiple client accounts. A note indicates that users should scroll to the bottom for additional information. A legend states that an asterisk (\*) indicates a required field. The form contains five input fields: Username, Password, Re-Enter Password, First Name, and Last Name. Each field is preceded by an asterisk. Below the Username field, there are "Username Requirements" listed: 8-15 Characters, At least one letter, and At least one number. Below the Password field, there are "Password Requirements" listed: 8-12 Characters, At least one uppercase letter, At least one lowercase letter, At least one number, and At least one special character (!, @, #, etc.). The First Name and Last Name fields have small blue question mark icons to their right.

**Employer Services Online Enrollment**

To access e-Services for Business, eWOTC, or SIDES E-Response, you must first create a username and password in Employer Services Online. Employer representatives/agents only need to enroll once to manage multiple client accounts using their own name and contact information.

For help with this page, scroll to the bottom for additional information.

\* Indicates required field

\* Username:

Username Requirements:

- 8-15 Characters.
- At least one letter.
- At least one number.

\* Password:

Password Requirements:

- 8-12 Characters.
- At least one uppercase letter.
- At least one lowercase letter.
- At least one number.
- At least one special character (!, @, #, etc.).

\* Re-Enter Password:

\* First Name:  ?

\* Last Name:  ?

### Slide notes

This is the Employer Services Online Enrollment Page. To begin using e-Services for Business, you must first create a username and password. Before you leave this page make a note of your username and password.

EDD e-Services for Business Enr X

Secure | <https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet>

\* Password:

Password Requirements:

- 8-12 Characters.
- At least one uppercase letter.
- At least one lowercase letter.
- At least one number.
- At least one special character (!, @, #, etc.).

\* Re-Enter Password:

\* First Name:

\* Last Name:

\* Last 4 of SSN or create a 4 digit PIN:

**Note:** Your Username and last 4 of your Social Security number or a PIN that you create are required to reset your password.

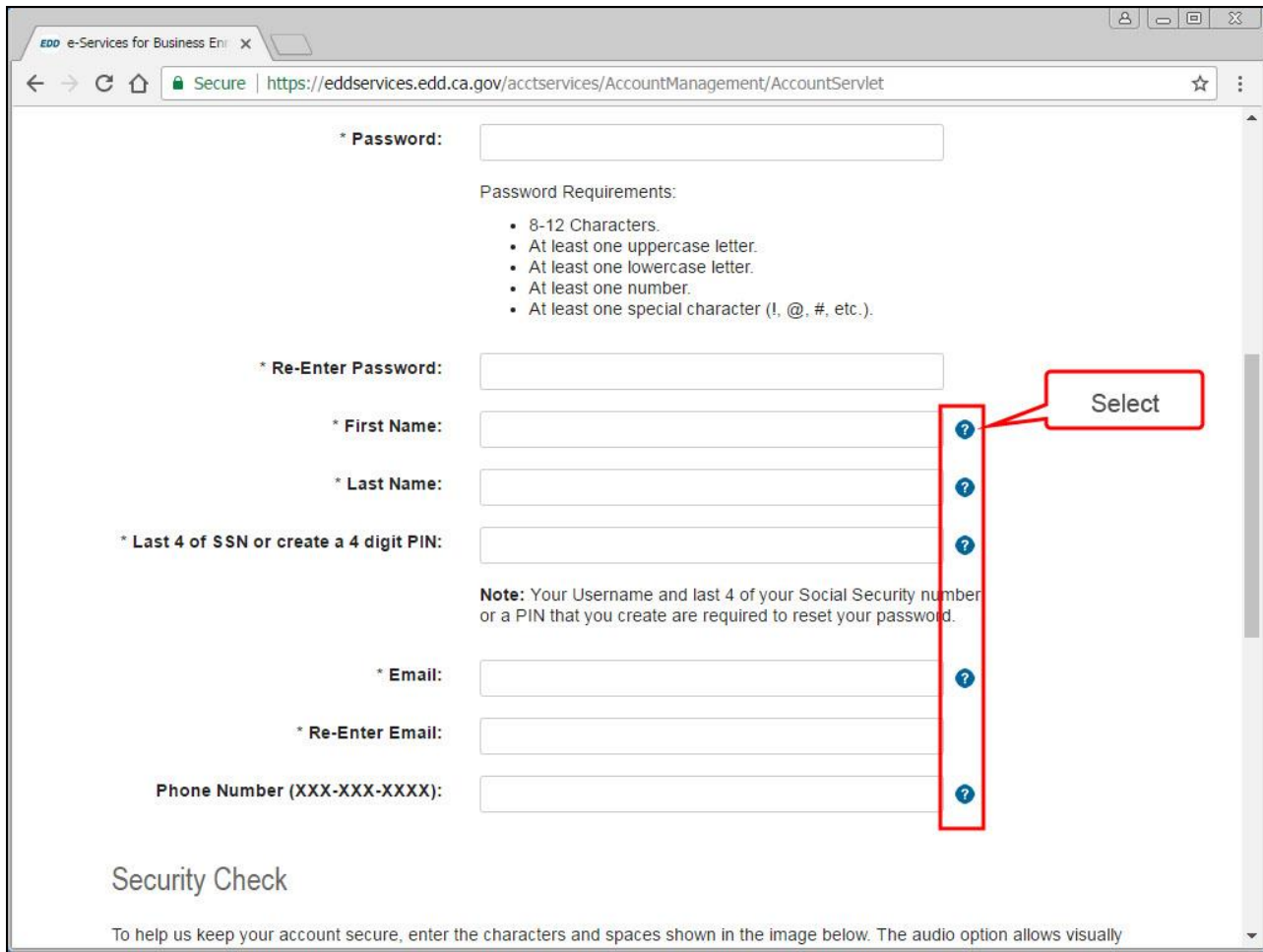
\* Email:

\* Re-Enter Email:

Phone Number (XXX-XXX-XXXX):

Security Check

To help us keep your account secure, enter the characters and spaces shown in the image below. The audio option allows visually



## Slide notes

To view detailed descriptions of required information, select the question mark icon next to the field.

EDD e-Services for Business Enr X

Secure | <https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet>

\* Password:

**First Name** ✕

Employer representatives/payroll agents must enroll using their own name. You may enter up to 12 characters. Spaces and dashes are allowed, however, special characters such as asterisks (\*) are not permitted.

Close

\* First Name:  ?

\* Last Name:  ?

\* Last 4 of SSN or create a 4 digit PIN:  ?

**Note:** Your Username and last 4 of your Social Security number or a PIN that you create are required to reset your password.

\* Email:  ?

\* Re-Enter Email:

Phone Number (XXX-XXX-XXXX):  ?

Security Check

To help us keep your account secure, enter the characters and spaces shown in the image below. The audio option allows visually

## Slide notes

Notice the help tips are available.

EDD e-Services for Business Enr X

Secure | <https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet>

\* Indicates required field

\* Username:

Username Requirements:

- 8-15 Characters.
- At least one letter.
- At least one number.

\* Password:

Password Requirements:

- 8-12 Characters.
- At least one uppercase letter.
- At least one lowercase letter.
- At least one number.
- At least one special character (!, @, #, etc.).

\* Re-Enter Password:

\* First Name:  ?

\* Last Name:  ?

\* Last 4 of SSN or create a 4 digit PIN:  ?

**Note:** Your Username and last 4 of your Social Security number or a PIN that you create are required to reset your password.

\* Email:  ?

## Slide notes

Required fields are identified with an asterisk. The username must be 8 -15 characters long. The username must be a mixture of both letters and numbers and must include at least one letter, and at least one number. Do not enter any characters that are not numbers or letters.

The username is used as a permanent identifier. The password must be 8-12 characters long. The username cannot be the same as your password.

The password must contain at least one uppercase letter, at least one lowercase letter, at least one number, and at least one special character. It cannot be the same as your username.




EDD e-Services for Business Enr X

Secure | <https://eddservices.edd.ca.gov/acctservices/AccountManagement/AccountServlet>

## Security Check

To help us keep your account secure, enter the characters and spaces shown in the image below. The audio option allows visually impaired customers to hear and enter a set of digits.



Enter the characters as displayed.

[Try another](#)  
[Vision impaired](#)  
[Help](#)

Security check provided by reCAPTCHA.

Once you select Continue do not select your browser's Back arrow. Your information (except username) can be changed in My Profile after enrollment.

Select "Continue"

### Enrollment Help

Be aware that most enrollment problems are because the password entered did not meet all password criteria. Before you call, take a moment to review the password rules stated below. If you require assistance with the enrollment process, contact the **appropriate** customer service:

- **For e-Services for Business:** Visit the [e-Services for Business homepage](#). We also offer [e-Services for Business Tutorials](#) and answers to frequently asked questions on the [e-Services for Business FAQs](#) page.
- **For eWOTC:** Visit the [eWOTC Information](#) page. We also offer answers to frequently asked questions on the [WOTC FAQs](#) page.
- **For SIDES E-Response:** Visit the [SIDES E-Response](#) page.

Visit the [Employer Services Online homepage](#) for enrollment information.

## Slide notes

Complete the security check to continue with your e-Services for Business enrollment. The audio option allows visually impaired customers to hear and to enter a set of digits. When all the information is completed, select "Continue."



EDD Security Questions

Secure | <https://eddservices.edd.ca.gov/acctservices/AccountManagement/AccountServlet>

## Security Questions

Do not select your browser's back arrow.

Choose your security questions and answer each question. Answers must contain three or more letters and/or numbers and cannot include any special characters. Each answer must be different.

\* Indicates required field

\* Security Question 1:

\* Your Answer:

\* Security Question 2:

\* Your Answer:

\* Security Question 3:

\* Your Answer:

\* Security Question 4:

\* Your Answer:

### Slide notes

This page of four security questions is a part of your account recovery options should you forget your username and/or password. Please make a note of the answers to these questions for your records.

EDD Security Questions

Secure | <https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet>

## Security Questions

Do not select your browser's back arrow.

Choose your security questions and answer each question. Answers must contain three or more letters and/or numbers and cannot include any special characters. Each answer must be different.

\* Indicates required field

\* Security Question 1: What was your childhood nickname?

\* Your Answer: Johnny

\* Security Question 2: What is the country of your ultimate dream vacation?

\* Your Answer: Tahiti

\* Security Question 3: What is your favorite hobby?

\* Your Answer: camping

\* Security Question 4: In what city or town was your first job?

\* Your Answer: San Diego

Select "Continue"

Continue Cancel

Continue enrollment process.

### Slide notes

When you have completed entering all the information, select "Continue."

EDD Enrollment Summary

Secure | <https://eddservices.edd.ca.gov/accts/services/AccountManagement/AccountServlet>

Review your information before you select Submit. This information will be required to recover your username and/or reset your password. This username and password will be used to access **e-Services for Business**, **eWOTC** and/or **SIDES e-Response**.

**Edit Personal Information**

Username: \*\*\*\*\*blic1  
Password: \*\*\*\*\*  
First Name: John  
Last Name: Public  
Last 4 of SSN or create a 4 digit PIN: 5555  
Email: JPublic@xxxx.com  
Phone Number: 916-555-1212

**Edit Security Questions**

Security Question 1: What was your childhood nickname?  
\* Your Answer: Johnny  
Security Question 2: What is the country of your ultimate dream vacation?  
\* Your Answer: Tahiti  
Security Question 3: What is your favorite hobby?  
\* Your Answer: camping  
Security Question 4: In what city or town was your first job?  
\* Your Answer: San Diego

Please **print** and keep this information for future reference.

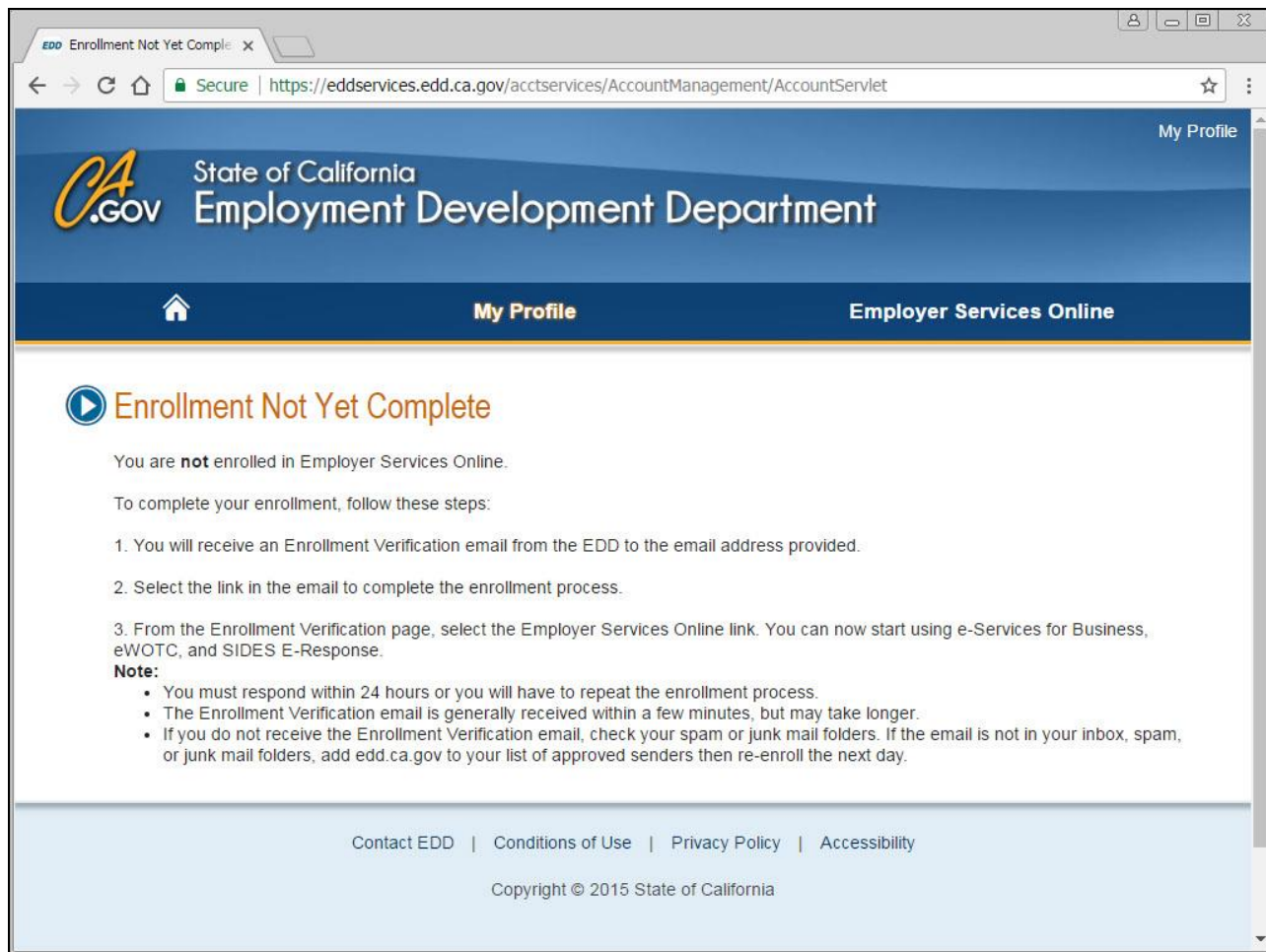
Select "Submit"

Print Submit Cancel

## Slide notes

This is your Enrollment Summary. Review your information and print this page before you submit this request. This information will be necessary to access e-Services for Business and will be required to recover your username and/or reset your password.

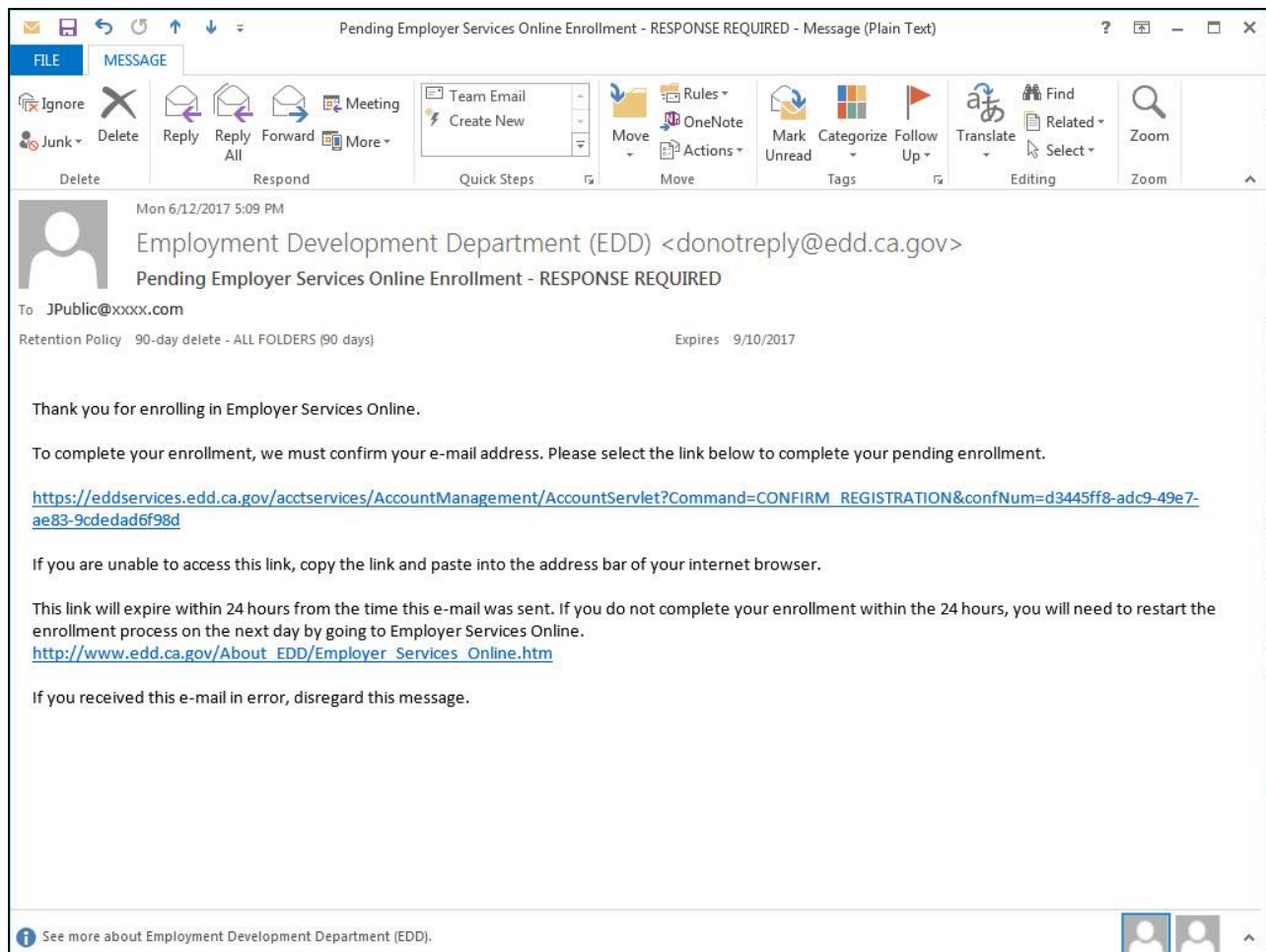
If all of the information is correct, select "Submit." If you need to change a question or an answer select the "Edit Security Questions" link.



## Slide notes

Your enrollment is not yet complete, an email will be sent to you within three (3) hours at the email address you provided, and you must respond to this email to complete your enrollment. If you do not receive the EDD Enrollment email, check your spam or junk mail folders.

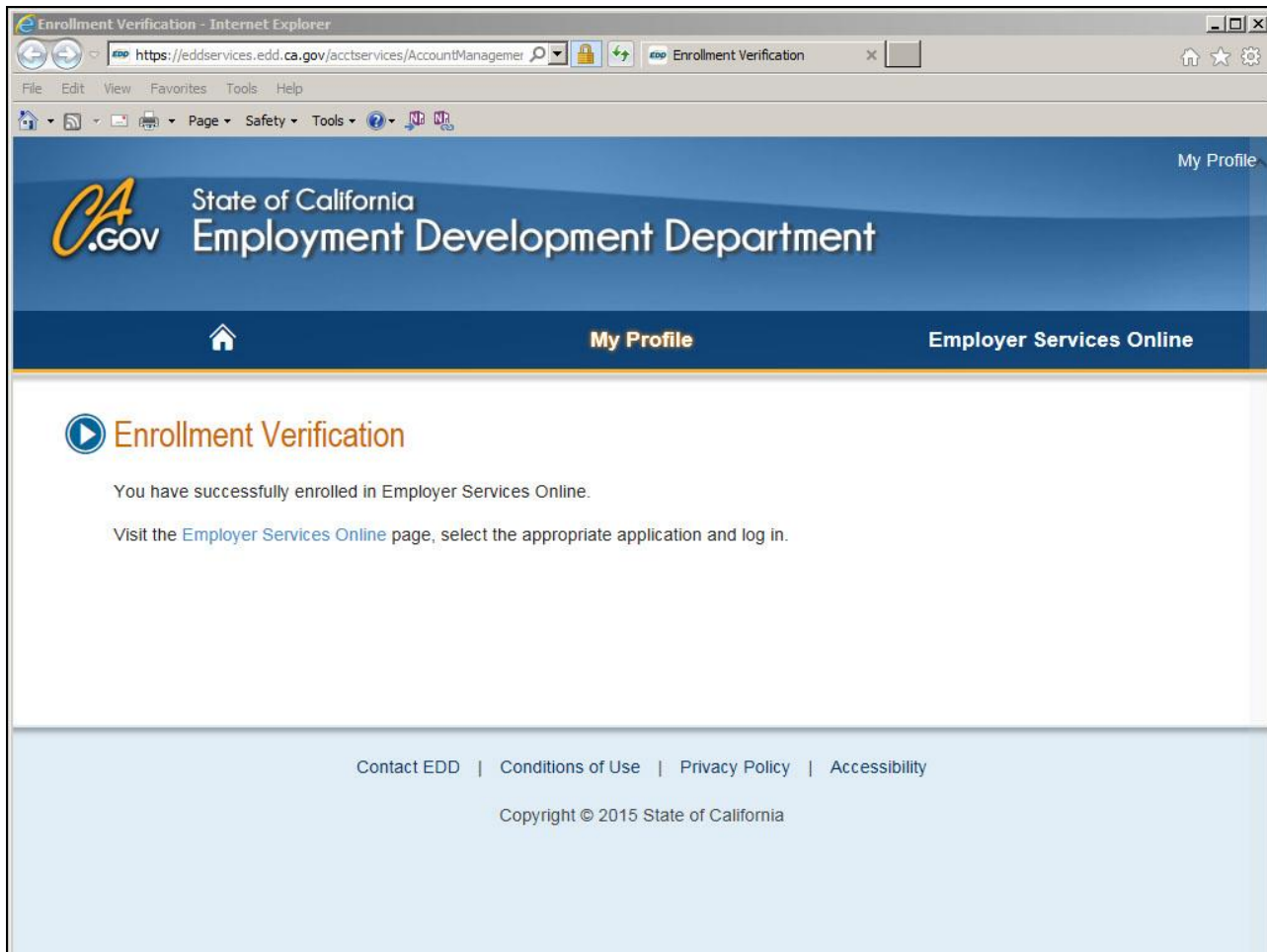
If the email is not in your inbox, spam, or junk mail folders, add edd.ca.gov to your list of approved senders and re-enroll the next day.



## Slide notes

Here is the email confirmation. To complete your enrollment, you must confirm your email address by selecting the link provided. Select this link to complete your pending enrollment.

If you do not complete your enrollment within 24 hours, your enrollment process will be deemed unsuccessful, and you will need to restart the enrollment process.



### Slide notes

After opening the email from the EDD and selecting the link within 24 hours, you will receive this Enrollment Verification.

On the Enrollment Verification page, you can continue to the e-Services for Business page, and enter your new username and password to begin the enrollment process to set up your e-Services for Business account.

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Other Resources  
[www.edd.ca.gov](http://www.edd.ca.gov)

Taxpayer Assistance Center  
1-888-745-3886

**Slide notes**

Thank you for watching this tutorial on how to create a username and password to access e-Services for Business. Be sure to view our other tutorials demonstrating how to authorize as an employer or authorize as an employer representative/payroll agent.

Other resources are available at [www.edd.ca.gov](http://www.edd.ca.gov) or by calling the Taxpayer Assistance Center at 1-888-745-3886.